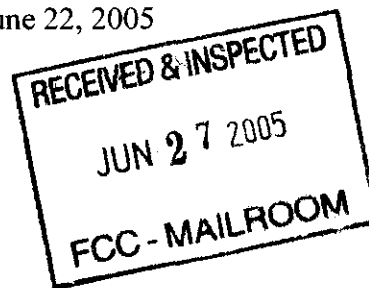




COMMONWEALTH OF PENNSYLVANIA  
PENNSYLVANIA PUBLIC UTILITY COMMISSION  
P.O. BOX 3265, HARRISBURG, PA 17105-3265

IN REPLY PLEASE  
REFER TO OUR FILE

June 22, 2005



DA 05-1681  
CG Docket 03-123  
CC Docket No.98-67

MARLENE H DORTCH  
OFFICE OF THE SECRETARY  
FEDERAL COMMUNICATIONS COMMISSION  
445 12<sup>TH</sup> STREET SW  
ROOM TW-B204  
WASHINGTON DC 20554

DOCKET FILE COPY ORIGINAL

Re: Submission of 2005 Annual Log Summary of TRS Consumer Complaints

Dear Ms. Dortch,

In accordance with DA 05-1681, released June 16, 2005 at CG Docket 03-123 enclosed please find an original and four (4) copies of the annual consumer complaint log summaries for the Pennsylvania Telecommunication Relay Service (TRS) for the 12-month period ending May 31, 2005. Also, please find a copy of the complaint log summaries on the enclosed 3.5 inch diskette. AT&T, as the provider for Pennsylvania TRS, has maintained the consumer complaints, and has prepared the enclosed complaint log summaries.

If you have any questions or need additional information, please contact Eric Van Jeschke at (717) 783-3850 or [ejeschke@state.pa.us](mailto:ejeschke@state.pa.us).

Sincerely,

Robert A. Rosenthal, Director  
Bureau of Fixed Utility Services

Enclosures

cc: Eric Van Jeschke, FUS Telco  
Dana Jackson, Consumer & Governmental Affairs Bureau, Disability Rights Office

No. of Copies rec'd 0 + 2  
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**AT&T RELAY SERVICES  
ANNUAL SUMMARY OF CONSUMER COMPLAINTS  
June 1, 2004 through May 31, 2005**

**Complaint Summary by Category**

**PENNSYLVANIA**

*As of 6/8/2005*

Complaint Category	2004							2005					Total
	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	
Transparency	1					1							2
Confidentiality						1							1
Verbatim	1		2				1	1	1				6
Typing Issues	1			1					1		1	1	5
In Call Replacement													0
Answer Performance	1	1	1										3
Gender Accommodation										1			1
<b>Total</b>	<b>4</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>18</b>

**AT&T RELAY SERVICES  
2005 ANNUAL SUMMARY OF CONSUMER COMPLAINTS  
June 1, 2004 through May 31, 2005**

**PENNSYLVANIA**

*As of 6/8/2005*

Pennsylvania	2004							2005					TOTAL
	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	
VOICE	1					1							2
TTY	3	1	3	1		1	1	1	2	1	1	1	16
<b>TOTAL</b>	<b>4</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>18</b>

**RECEIVED & INSPECTED  
JUN 21 2005  
FCC - MAILROOM**

**PENNSYLVANIA RELAY SERVICE  
ANNUAL CONSUMER COMPLAINTS SUMMARY  
JUNE 2004 – MAY 2005**

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**June 2004**

**TTY June 9, 2004**

The customer complained that it took too long for relay to answer.

**Category:** Answer/Wait Time

**Escalation:** Received by the Relay Website and handled by the National Customer Care Center.

**Resolution:** Apologized for the inconvenience, and explained that due to high call volumes, the wait time was longer than usual.

**Contact Closed:** June 11, 2004

**FCC:** Answer Performance

**TTY June 11, 2004**

The customer complained that the CA typed too slow and made too many mistakes.

**Category:** Typing Skill/Speed

**Escalation:** Received by the Relay Website and handled by the National Customer Care Center.

**Resolution:** Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

**Contact Closed:** June 13, 2004

**FCC:** Typing Issue

**TTY June 16, 2004**

The customer complained that the CA interrupted him.

**Category:** Attitude and Manner

**Escalation:** Received by the Pennsylvania Relay Center and handled by the same.

**Resolution:** Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

**Contact Closed:** June 16, 2004

**FCC:** Transparency

**Voice June 29, 2004**

The customer complained that the CA did not relay her message properly.

**Category:** Attitude and Manner

**Escalation:** Received by the Pennsylvania Relay Center and handled by the same.

**Resolution:** Apologized to the customer for the inconvenience.

**Contact Closed:** July 14, 2004

**FCC:** Verbatim

**July 2004**

**TTY July 14, 2004**

The customer complained he had to wait a long time to reach a CA. He also complained that when the CA finally came on, her message was garbled.

**Category:** Answer/Wait Time

**PENNSYLVANIA RELAY SERVICE  
ANNUAL CONSUMER COMPLAINTS SUMMARY  
JUNE 2004 – MAY 2005**

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**Escalation:** Received by the Relay Website and handled by the National Customer Care Center.

**Resolution:** Apologized, and explained that there were a high volume of calls on the day and time he noted. Set up a profile to eliminate garbling.

**Contact Closed:** July 16, 2004

**FCC:** Answer Performance

**August 2004**

**TTY August 2, 2004**

The customer complained that the CAs are not honest and do not relay her calls accurately.

**Category:** Other (Misc)

**Escalation:** Received by the Georgia Relay Center and handled by the National Customer Care Center.

**Resolution:** Apologized to the customer for the inconvenience, and explained that all conversations are relayed verbatim.

**Contact Closed:** August 31, 2004

**FCC:** Verbatim

**TTY August 2, 2004**

The customer complained that after calling the relay, she repeatedly sees a message that all CAs are busy.

**Category:** Answer/Wait Time

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Explained to the customer that she will receive that message if a CA is not available to handle her call.

**Contact Closed:** August 31, 2004

**FCC:** Answer Performance

**TTY August 5, 2004**

The customer complained that the CA dialed the wrong number, did not type verbatim, and misspelled too many words.

**Category:** Other (CA/OPR)

**Escalation:** Received by the Pennsylvania Relay Center and handled by the same.

**Resolution:** Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

**Contact Closed:** August 5, 2004

**FCC:** Verbatim

**September 2004**

**TTY September 13, 2004**

The customer complained the CA was slow to respond and typed poorly.

**PENNSYLVANIA RELAY SERVICE  
ANNUAL CONSUMER COMPLAINTS SUMMARY  
JUNE 2004 – MAY 2005**

---

**Category:** Typing Skill/Speed

**Escalation:** Received by the National Relay Center, PA and handled by the same.

**Resolution:** Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

**Contact Closed:** September 13, 2004

**FCC:** Typing Issue

**October 2004** – Nothing to report

**November 2004**

**TTY November 1, 2004**

The customer complained that the voice person had heard rude comments made by the CA during his conversation.

**Category:** Other (CA/OPR)

**Escalation:** Received by the National Relay Center, PA and handled by the same.

**Resolution:** Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

**Contact Closed:** November 1, 2004

**FCC:** Confidentiality

**Voice November 20, 2004**

The customer complained that the CA interrupted his call.

**Category:** Other (CA/OPR)

**Escalation:** Received by the National Relay Center, PA and handled by the same.

**Resolution:** Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

**Contact Closed:** November 20, 2004

**FCC:** Transparency

**December 2004**

**TTY December 13, 2004**

The customer complained about CAs not typing a recorded message verbatim, and not following instructions.

**Category:** Other (CA/OPR)

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Apologized for the inconvenience, and assured the customer the CAs' managers would follow up accordingly.

**Contact Closed:** December 31, 2004

**FCC:** Verbatim

**PENNSYLVANIA RELAY SERVICE  
ANNUAL CONSUMER COMPLAINTS SUMMARY  
JUNE 2004 – MAY 2005**

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**January 2005**

**TTY January 2, 2005**

The customer complained that the CA did not relay accurately, and would not transfer her call to another CA.

**Category:** Other (CA/OPR)

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

**Contact Closed:** February 3, 2005

**FCC:** Verbatim

**February 2005**

**TTY February 3, 2005**

The customer complained that the CA typed the wrong telephone number when leaving a message on her answering machine.

**Category:** Other (CA/OPR)

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

**Contact Closed:** February 4, 2005

**FCC:** Verbatim

**TTY February 18, 2005**

The customer complained that the CA was misspelling a lot of words.

**Category:** Typing Skill/Speed

**Escalation:** Received by the National Relay Center, PA and handled by the same.

**Resolution:** Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

**Contact Closed:** February 18, 2005

**FCC:** Typing Issue

**March 2005**

**TTY March 9, 2005**

The customer complained that the CA did not comply with her request to have a female CA handle her call.

**Category:** Attitude and Manner

**Escalation:** Received by the Georgia Relay Center and handled by the same.

**Resolution:** Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

**PENNSYLVANIA RELAY SERVICE  
ANNUAL CONSUMER COMPLAINTS SUMMARY  
JUNE 2004 – MAY 2005**

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**Contact Closed:** March 9, 2005

**FCC:** Gender Accommodation

**April 2005**

**TTY April 21, 2005**

The customer complained that the CA had typing errors during his conversation which caused confusion.

**Category:** Typing Skill/Speed

**Escalation:** Received by the National Relay Center, PA and handled by the same.

**Resolution:** Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

**Contact Closed:** April 21, 2005

**FCC:** Typing Issue

**May 2005**

**TTY May 14, 2005**

The customer complained that the CA misspelled too many words.

**Category:** Typing Skill/Speed

**Escalation:** Received by the National Relay Center, PA and handled by the same.

**Resolution:** Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

**Contact Closed:** May 14, 2005

**FCC:** Typing Issue